

PASSWORD ISSUES - TROUBLESHOOTING

In some cases passwords will be forgotten, in these cases please refer to the units' default passwords below, if the password has been changed or these do not work please contact technical support with:

1. The Model of the unit requiring a password reset.
2. The date being displayed on the device OSD

Please note that master passwords are only relevant with the date they are created with i.e. if the DVR is displaying the date 21/08/2014 then the password issued will only be valid while the DVR/NVR displays this date, so if you do not have access to the unit for that date please advise technical of this so a password can be generated for that date.

PLEASE NOTE: Master Passwords can only be issued to registered account holders with ADATA, if you do not hold an account please contact your installer/supplier to obtain this on your behalf.

I Range and Original Apollo & Zeus: Typically the default account will have a default password which is the same as the username i.e. the default 'admin' account password is also 'admin'.

LX & Discovery: These by default have no passwords for the accounts i.e. the 'admin' account will need the password field left blank. The DVR will advise 'Default password is NULL' which reminds that there is no password and does not mean to enter 'NULL' as the password.

Medusa: The default password for accounts on this unit is '123456'

Cyborg and Terminator: The default login for these units is username 'admin' and the password 'ad^min' (The ^ can be entered by pressing SHIFT + 6)